

Message

From: Layne, Kenda [Layne.Kenda@epa.gov]
Sent: 1/28/2021 7:43:49 PM
To: Albergottie, Daniele [Albergottie.Daniele@epa.gov]; Badalamente, Mark [Badalamente.Mark@epa.gov]
CC: Lyles, Antionette [Lyles.Antionette@epa.gov]; Huddleston, Don [Huddleston.Don@epa.gov]
Subject: RE: PLEASE REVIEW-WINDOWS CRITICAL UPDATE

Thanks! I was getting ready to email. 😊

Kenda Layne,
Deputy Director
(*she/her/hers*)

Failure at some point in life is inevitable, but giving up is unforgiveable. — Joe Biden

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"OAP – Partners in Solving your Challenges."

How was your customer experience? Please send your feedback to: OAP_Customer_Experience@epa.gov

From: Albergottie, Daniele <Albergottie.Daniele@epa.gov>
Sent: Thursday, January 28, 2021 2:42 PM
To: Badalamente, Mark <Badalamente.Mark@epa.gov>; Layne, Kenda <Layne.Kenda@epa.gov>
Cc: Lyles, Antionette <Lyles.Antionette@epa.gov>; Huddleston, Don <Huddleston.Don@epa.gov>
Subject: RE: PLEASE REVIEW-WINDOWS CRITICAL UPDATE

Mark & Kenda:

I just wanted you to know that Antionette is already checking into the legitimacy of this message.

Regards,

Daniele Albergottie, Sr.

Director, Information Technology Division
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Office of Enforcement and Compliance Assurance (OECA)
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Let us know your experiences at OAP_Customer_Experience@epa.gov

END TRANSMISSION

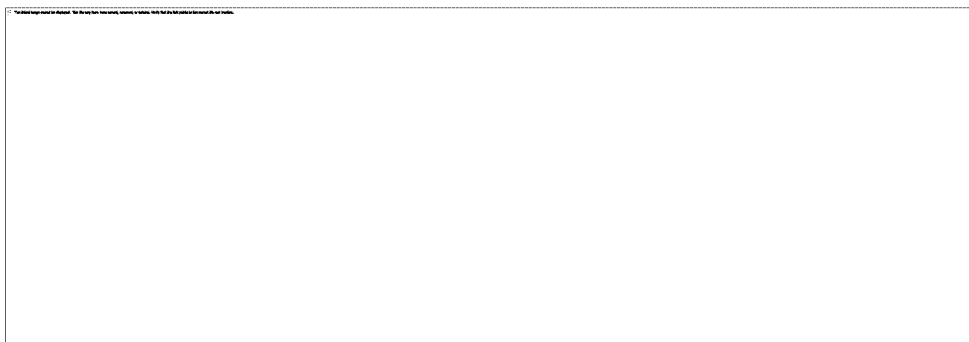
From: EndpointEngineering <EndpointEngineering@epa.gov>

Sent: Thursday, January 28, 2021 2:35 PM

To: EndpointEngineering <EndpointEngineering@epa.gov>

Subject: PLEASE REVIEW-WINDOWS CRITICAL UPDATE

Importance: High



YOUR COMPUTER IS SCHEDULED FOR THE FOLLOWING **SERVICING:** **Windows 10, Version 1909 Update**

Summary

During the week of 2/1 to 2/5, OEI will deploy a significant update to your Windows 10 system. This update will provide performance and security enhancements, but will not change the way you interact with Windows.

This new update does not require the Agency's Pulse Secure VPN, just internet connectivity. **Please keep your computer powered on with Internet connectivity.** You will have until 2/4 to begin the update on your own, but on 2/5 the install will initiate automatically. You may continue to work during the update process, and will experience downtime of approximately 90 minutes during installation.

Once installation begins, DO NOT, turn off the system or the update may fail!

Next Steps:

Starting on 2/1, if you would like to begin the update before the 2/5 deadline please follow these steps:

1. Click on the search button, located on the lower left of your screen.
2. Type "Software Center" and select the result that appears

3. In the new window that appears, choose “Updates” on the left side of the window.
4. You should see the update ready to begin once you press the Install button.

If you do not see the update by the end of 2/4, please follow these additional steps:

5. Connect to the Agency’s Pulse Secure VPN
6. Go back to Software Center as opened in step 2 above
7. Choose “Options” from the left side
8. Expand “Computer Maintenance”
9. Click “Sync Policy”
10. Remain on VPN until you see the update appear in “Updates”
11. You may then disconnect from VPN and begin the install.

Please be aware that if this update does not install properly, your system will be quarantined and disabled at a future date due to lack of security updates for your computer. Contact your local help desk if the update is unsuccessful.

We are working to make these updates a more streamlined experience in the future. Given our new telework environment we are developing many new tools and capabilities that we have never had before. We strongly appreciate your patience in assisting us keeping our technology modern and secure.

Contact

For assistance in installing this update or for general inquiries, please contact your Local Helpdesk.

Interested in testing new software and other desktop changes for the Agency? Join our Pilot Program and be one of the first to experience new features! [Sign Up Here](#)